

HOSPITALITY MANAGEMENT AND OPERATIONS 1

Course Code: 5476

Hospitality Management and Operations 1 is designed to provide foundation information and experiences with an emphasis on hotels, resorts, convention centers, RV parks, travel agents and/or cruise lines. The units in this course consist of career exploration, improving communication, human relations, interpersonal skills, safety, chemical and security management, rooms division, and hospitality partners. Students will have opportunities to participate in shadowing, mentoring, and other experiences that expose them to the hospitality industry. Integration of a student organization, Family Careers, and Community Leaders of America (FCCLA), or DECA greatly enhances this curriculum.

Objectives:

Students will:

1. analyze careers in the hospitality industry.
2. incorporate career objectives into the career portfolio.
3. develop communication, human relations, and interpersonal skills.
4. investigate safety, chemical, and security management.
5. explore the positions and responsibilities of the rooms division.
6. identify hospitality partners (entertainment, recreation, attractions, and travel services).

Credit:

1-3 units

National Certification:

Lodging Management Program (LMP)
and
Certified Rooms Division Specialist (CRDS)
South Carolina Hospitality Association
3612 Landmark Drive Suite B
Columbia, South Carolina 29204
www.schospitality.org

Academy of Hospitality and Tourism
National Academy Foundation
www.NAF.org

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Recommended grades: 10-11

Prerequisite: Introduction to Hospitality Management and Operations

Textbook Information: <http://www.mysctextbooks.com/>

High School Education: bellperson, cashier, dining room attendant, dishwasher, kitchen assistant, laundry attendant, pastry cook, steward, room service order taker, reservations agent, lodging facilities attendant, host/hostess/greeter

Postsecondary Education: assistant housekeeping manager, assistant human resources director, employee relations manager, housekeeping manager, sales representative, social director, executive steward, theme park/amusement parks group event manager, resort supervisor

Postgraduate Education: corporate manager, director of sales and marketing, family and consumer sciences educator, front office manager, general manager, human resources director, lodging manager, public relations director

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Standards Revision Committee:

Velvet Clay
St. Johns High School

Norma Lynn
Dutch Fork High School

Dwaine Collier
Donaldson Career Center

Douglas OFlaherty
Tourism Hospitality Education Foundation

Ginger Hill
Floyd D. Johnson Career Center

Olivia Young
Fowler Hospitality

Marlene Johnson
Lee County Career Center

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A. Hospitality and Tourism Career Exploration

1. Analyze career opportunities in hospitality and tourism.
2. Incorporate individual career objective into the career portfolio.
3. Illustrate professional dress and grooming for employment.
4. Demonstrate professional and ethical behavior on the job.
5. Analyze current employment trends, including advantages and disadvantages.

B. Communication, Human Relations, and Interpersonal Skills

1. Measure the impact customer relations have on the success of the hospitality industry.
2. Demonstrate the verbal, nonverbal, and written communication skills needed in a hospitality setting.
3. Explain verbal and written conflict resolution techniques.
4. Explain how diverse cultures and special needs affect the hospitality industry.

C. Safety, Chemical, and Security Management

1. Explain safety and sanitation standards as they relate to different departments.
2. Evaluate industry regulatory codes (OSHA and DHEC).
3. Interpret labor laws as related to the hospitality and tourism industry.
4. Investigate health issues related to the hospitality and tourism industry.
5. Identify guest safety and security issues.

D. Rooms Division

1. Outline front office procedures.
2. Research technology components of reservations: Internet, central, and hotel direct.
3. Determine the responsibilities of the accounting department to include night audit.
4. Outline the responsibilities of housekeeping personnel.
5. Identify factors involved in guest room cleaning.

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E. Hospitality Partners

1. Explore hospitality partners (entertainment, recreation, attractions, and travel services).
2. Identify South Carolina's tourism regions as classified by the South Carolina Department of Parks, Recreation, and Tourism.
3. Identify major domestic and international destinations.
4. Create an itinerary and travel package using hospitality partners.
5. Research transportation and travel services.
6. Describe professional organizations related to travel and tourism and their functions.